QA Audit W23

📆 **date of audit:** 6.06.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 5.06.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna regarding confusion over multiple invoices received for a single order.

Outcome: The agent clarified that one invoice was adjusted due to a return that the customer did not make, and confirmed which invoices needed to be paid. The customer expressed gratitude after the clarification.

⬆️ **Positive notes:**

Awesome to identify the customer according to routine, not too much not too little. Just perfect.

1) **Compliance:**

Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

Please do not tell the customer that they may have misunderstood. Just give them the correct information.

✅/❗ ***Audit passed or failed:***

100% Passed